

OCCUPANCY AIDE

DISTINGUISHING FEATURES

The fundamental reason the Occupancy Aide exists is to Assist in the implementation and enforcement of federal regulations of occupancy for the City's Section 8 program in the Human Services division of the Community Services Department. This classification is not supervisory. Work is performed under general supervision by the Community Assistance Manager.

ESSENTIAL FUNCTIONS

Oversees a caseload of approximately 100 participants including initial certification, annual re-certifications and interim re-certifications.

Meets with, interviews and assess skills of participants for qualifying and continued assistance for the program.

Obtains third party verifications to confirm status, calculations of income, medical and child care expenses.

Responds to landlord's requests for raises in rent and monthly HAP checks.

Reviews the occupancy of the household to ensure appropriateness and makes changes in vouchers and necessary. Apprises staff of changes.

Operates a personal computer using Lindsey Housing Software Program and Microsoft software programs.

Figures income and expenses of participants.

Contacts and responds to calls from participants, landlords, other agency requests and the general public.

Follows and enforces requirements of related federal regulations; standards of work are governed by SEMAP scoring that affects federal funding.

Reviews Housing Assistance Payment Contracts for accuracy.

Oversees and maintains files for follow-up which requires timely return of signed lease contracts, leases and participants needed information.

Reviews and copies returned move-in packets and forwards to staff for final authorization.

Obtains and maintains current versions of HUD's contracts and forms.

Assists in sending letters to landlords or participants on missing documentation.

Responds to DES (Department of Economic Security) requests for participant information.

Participates in hearings as requested. Notarizes documents. Documents telephone allegations when received. Assists with Waitlist process. Backs up Secretary with phone calls. Assists occupancy staff as needed.

Listens and communicates effectively with a diverse group of people.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Section 8 program rules and regulations, Code of Federal Regulation 24, the Arizona Landlord and Tenant Act, etc.

Certification and re-certification process.

Managing a caseload of participants.

Skills:

High level of organizational and time management skills.

Ability to:

Obtain housing certification.

Oversee a caseload of participants including initial certification, annual re-certifications and interim re-certifications.

Meet with, interview and assess skills of participants for qualifying and continued assistance for the program.

Prepare and maintain various computer and hard copy files.

Sending letters to landlords or participants.

Respond to DES (Department of Economic Security) requests for participant information.

Effectively communicate with clients, landlords, and federal agencies, co-workers and city staff.

Make decisions based on regulations

Notarize documents.

Interview clients.

Utilize basic mathematical skills and operate calculator to perform calculations of income/expenses.

Perform multiple tasks.

Perform accurate and timely work with general supervision.

Operate a variety of office equipment including a personal computer and related software, calculator, telephone, etc.

Demonstrate a shared commitment to quality in everyday work and to continuous learning and improvement.

Maintain regular consistent attendance and punctuality.

Education & Experience

High school diploma or equivalent

Minimum of one year related experience in housing.

Some experience with Section 8 program rules and regulations, Code of Federal Regulation 24, the Arizona Landlord and Tenant Act, etc

Bi-lingual skills in Spanish and English are desirable.

FLSA Status: Non-exempt

HR Ordinance Status: Classified